

State of Illinois  
Department of Children and Family Services

**COMPLAINT INVESTIGATION ACTIONS AND DOCUMENTATION  
FOR POS FOSTER HOMES**

Facility Name:

Complaint Investigation #:

Yes No N/A

			Complaint recorded on CFS 596 by A&I staff and referred to the supervising agency.
			Complainant advised of confidentiality issues and notification. Documented on CFS 596.
			Investigative Plan completed/approved and recorded on CFS 596-B prior to initiating the report.
			DCFS licensing representative notified within 72 hours of report. DATE:
			Records check obtained from DCFS licensing representative using LC-09 screen.
			Investigation Specialist contacted within 2 days (concurrent investigation only).
			Weekly contact maintained with Investigation Specialist (concurrent investigation only).
			Background status for alleged perpetrator other than the licensee obtained from Agency's DCFS licensing representative (concurrent investigation only).
			Caseworker for each child in care contacted and notified of the report. Recorded on CFS 596-B.
			Document if there is pending Corrective Plan or Protective Plan. Notify DCFS Regional Licensing Administrator if there is a pending plan.
			Immediate unannounced site visit conducted or unannounced visit made within 2 business days.
			Foster parent given 4 hours to have an advocate/friend present. Document on the CFS 596-29.
			If home is to be placed on hold, submit CFS 2011 by e-mail to DCFS Associate Deputy Director for Licensing.
			STAND ALONE INVESTIGATION: Protective Plan and Monitoring Schedule developed and submit to DCFS Regional Licensing Administrator.
			CONCURRENT INVESTIGATIONS: Protective Plan and Monitoring Schedule developed.
			CONCURRENT INVESTIGATIONS: copy of Protective Plan provided to investigation specialist and licensee within 3 days.
			Protective plan delivered by mail or in person to licensee.
			If child protection investigation is determined "Initial Unfounded" contact supervisor to determine whether to do a stand alone investigation or a monitoring visit. Submit 597-C or 596 series to A&I Licensing Representative 5 days after POS supervisor has approved.
			Investigation completed within 30 days of date received in licensing unit.
			Written request for extension requested no later than day 25 of date received.
			Third or subsequent requests for extension submitted to DCFS Regional Licensing Administrator (stand alone only).
			Inform licensee in writing of any extensions.

			Agency's DCFS Licensing Representative notified each time an extension is granted by the POS supervisor.
			File reviewed by POS supervisor within 7 business days of completion.
			File not approved by POS supervisor, deficiencies noted and timeframes given for completion.
			File approved by POS supervisor and submitted to Agency's DCFS Licensing Representative. Date:
			Incomplete packet returned by DCFS Licensing Representative with instructions for completion.
			Approved packet received from DCFS Licensing Representative Date:
			Letters to licensee and complainant sent within 5 days of receiving DCFS approval.
			Caseworker for each child in care contacted and notified of the outcome.
			After supervisory review or expiration of time to request a review, GAL and caseworker notified. CFS 596-L
			CFS 596 Licensing Complaint Form
			CFS 596-A Contact Summary
			CFS 596-B Interview Notes and Monitoring Schedule for Protective Plan
			CFS 596-C Findings
			CFS 596-D Checklist
			CFS 596-G Protective Plan
			CFS 596-01 Confirmation of Substantiated Violations
			CFS 596-02 Notification to Governing Body
			CFS 596-03 Notification of Unsubstantiated Findings
			CFS 596-05 Notice to Complainant
			CFS 597-C Monitoring Visit for Protective Plan

\_\_\_\_\_  
Licensing Representative

\_\_\_\_\_  
Date

\_\_\_\_\_  
Licensing Supervisor

\_\_\_\_\_  
Date